Noble® QA
Improve Your Contact Center Performance & Interaction Quality

With all of the data available to you regarding agent and program performance, you have virtually unlimited information on how things are going and where you can improve. Noble QA pulls it all together to help you identify opportunities for improvement and optimization.

NOBLE CC

Improve the quality of your contact center programs with Noble® QA features. Our combination of recording and reporting tools with voice recordings, video and screen captures, and scoring features help you manage your quality assurance activities for verification, training, and quality control. Live monitoring of agents and phone line is also available. With Noble QA, you can see the agent screen, verify data completeness, evaluate agent workflows, and ensure that scripts and best practices are being followed.

Improve Workflows with Noble Screen Capture

Noble Screen Capture improves workflows by giving agents and managers a replay of agent actions, allowing them to see exactly how agents are using screens and call tools, including full keystrokes and mouse movements. Users can then identify and eradicate weaknesses in the desktop configuration and script design, so workflows improve.

Enjoy Voice Recordings and Effortless Reporting

With Noble you can enable the automatically record agent recording of digital voice and screens, captures or allow agents to selectively record a portion of the call. Quality Assurance agents can then review the audio and videodata, as well as listen to the call recording in order to verify, monitor and score the agent's performance.

Manage Agent Training and Compliance

Routine performance monitoring is invaluable in identifying additional training opportunities. That's why Noble provides performance reports that can be sent automatically to managers on an ongoing basis, as well as compliance and training tools that help ensure that agents consistently adhere to scripts and best practices.

Customize Your Solution and Score Agent Activities

Once you know the type and frequency of reporting you prefer, Noble can be customized to fit your QA needs. And to make things even easier, managers can create custom QA scorecards to consistently grade performance. Custom scorecards guide managers through important rating criteria and results are calculated and recorded in the database.
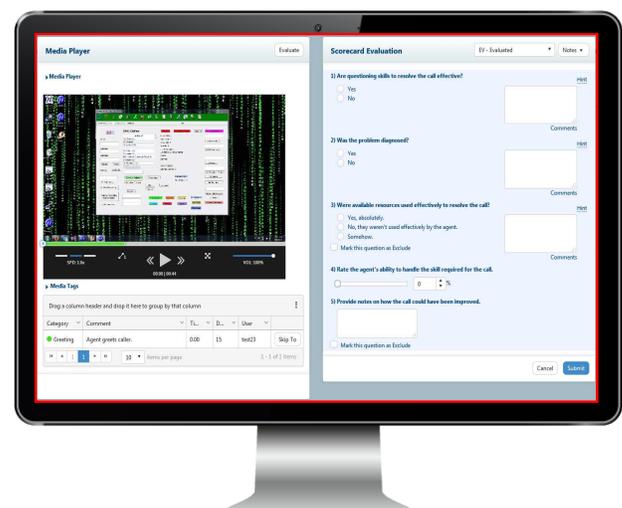
FEATURES

✓ Flexible QA Application Setup: Automatically or manually record all sessions or portions of sessions by application, including voice and non-voice interactions

✓ Capture Audio & Video: voice, data, and screen with multisession/multiscreen capture

✓ QA Scorecards: assign scoring criteria by application to grade agent performance

✓ Agent QA Results Reporting: QA scorecards and results by agent, question, evaluation date, evaluator, and year-to-date averages, with automated notifications to managers and agents

✓ Workflow Management: review agent desktop navigation, including keystrokes & mouse movements, to improve workflow efficiency

✓ Optional Voice/Video Archival Server: expanded storage for screen transactions

Noble QA features require the Noble Recorder digital recording option.
QA & Screen Capture are purchased separately.
Some features and reports require Noble Harmony.

The ability to record and playback view the agent's screen with the audio are very useful. We get a record of the call or session, and Supervisors can see exactly what the agent is doing, which helps improve workflow. The Scorecards have helped significantly, allowing us to identify coaching and training needs more effectively. It has really helped us step up our game.

TRUST THE EXPERTS
TOOLS TO MANAGE AND IMPROVE PERFORMANCE. Recording and reporting with scorecards and analysis tools help you manage your QA activities for verification, training and quality control. Let us show you how it works.